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Accountability of Licensing Service for Building Construction at the One-Stop Integrated Investment and Licensing Office of Ogan Ilir Regency

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ABSTRACT

The purpose of this research is to know the accountability services of building permission at the public of Investment and Integrated Licensing Service One Door of Ogan Ilir Regency. This type of research is qualitative research. The focus of the researched is the indicator of the accountability according to Dwiyanto (2012: 55). Data collection techniques used are by interview, observation and documentation. Data analysis technique used in this research is descriptive technique consisting of data reduction phase, data presentation and conclusion. The results of this study indicate that the accountability of building permission license services at the Public of Investment and Integrated Licensing One Door of Ogan Ilir Regency has not been fully accountable in providing services. Seen from the service reference is in accordance with the relevant local regulations. But in the implementation there are irrelevancy such as the length of service time and there's still an extra cost which must be spent by service users also the convoluted service requirements. Whereas seen from the service solutions provided by officers there have been improvements such as responses and better attitudes to the service users compared to previous years. Last seen from the interests of service users has been continuously made innovations towards service improvement such as with the surveys of services and management of feedback from service users is good enough. But it needs to be fixed is the action or development of new policies that need to be made so the service optimization could be achieved.

1. Introduction

Accountability is a concept associated with governance activities, namely efforts to form and maintain a form of governance in a social context (Mulgan and Uhr, 2000). According to Article 3 of Law No. 28 of 1999 concerning the administration of a state that is clean and free of corruption, collusion and nepotism states that the general principles of State administration include: the principle of legal certainty, the principle of orderly administration of the State, the principle of public interest, the principle of openness, the principle of proportionality, the principle of professionalism, and the principle of accountability.

Ogan Ilir Regency is a regency in South Sumatra Province. Ogan Ilir is in the eastern crossroads of

Sumatra and the seat of government is located about 35 km from the city of Palembang. In 2015 data on the population of Ogan Ilir Regency issued by the Population and Civil Registry Office of Ogan Ilir Regency reached 430,038 people, with male population reaching 217,563 people and women reaching 212,475 people, population growth reaching 0.76% with population density reaching 161 people/km².

In response to this, the Government of Ogan Ilir Regency is actively making improvements in both physical and non-physical forms, one of which is improvement in the public service sector, especially licensing services, one of which is the Building Permit Building (IMB) service. To build a building



requires regulations so that the building is said to be legal by the government. Arrangements regarding the Establishment of Building Permit (IMB) in Ogan Ilir Regency are regulated in the Regional Regulation of Ogan Ilir Regency No. 14 of 2009 concerning Building Permits and Building Permits.

In accordance with Regulation No. 14 of 2009 it is explained that construction of buildings is prohibited without the Regent's permission, among

others: Building, changing or expanding a building, demolishing or repairing a building so that it changes shape and construction, makes roads, canals, sewers, pipes and so on which is not according to the phrase set by the Government.

The following is the development of the number of houses / buildings that already have a Building Permit (IMB) in Ogan Ilir Regency from 2014 to 2016 are:

Table 1. Total of Buildings that have a Construction Permit for 2014-2016 in Ogan Ilir Regency

Year	Total of Building	Buildings that have a building permit	
		Unit	Percent
2014	95.606	11.261	11.78%
2015	97.641	11.834	12.12%
2016	98.680	12.172	12.33%

Source: DPM-PTSP Ogan Ilir Regency, 2017

Based on the above data it can be concluded that the number of buildings that have a building permit in Ogan Ilir Regency until 2016 only reached around 12.33% of the total number of buildings in this area. This means that there are still around 87.67% of buildings in Ogan Ilir Regency that do not have a building permit. The One Door Integrated Investment and Licensing Office of Ogan Ilir Regency needs to make improvements in terms of licensing services so that this is not the main factor causing people in Ogan Ilir Regency not to take care of the Building Construction Permit.

From the above problems, it is seen as a whole that the service of the One-Stop Integrated Planting and Licensing Office of the Ogan Ilir Regency has so far been felt to have not been fully efficient and effective. Even though this permit is the granting of legality to a person or business actor / certain activities which are highly needed by every business actor. The problems of the one-stop Integrated Investment and Licensing Office of Ogan Ilir Regency are allegedly able to threaten and

hamper investment activities or regional economic development. Because investment is the key to regional development and has an important contribution to the regional economy.

2. Literature Review

This research is about the accountability of public services, especially the Accountability of Building Permit Services at the One-Stop Integrated Investment and Licensing Office of Ogan Ilir Regency. The existence of a theory in a study is very important because it always becomes a scientific basis for every research. Therefore, the theory used is the theory regarding the basis for public service accountability theory which is commonly used and related to the main problem.

Kumorotomo (2005) states that accountability is a measure that shows whether public bureaucratic activities or services carried out by the government are in accordance with the norms and values adopted by the community and whether the public services are able to accommodate the actual needs



of the community.

According to LAN-RI, accountability is an obligation to provide responsibility or answer and explain the performance and actions of a person / legal entity / head of an organization to those who have the right or authority to request information or accountability (LAN & BPKP, 2000).

Guidelines for Preparation of Accountability Reporting on Government Institution Performance, defines accountability as an obligation to convey accountability or to answer and explain the performance and actions of a person / legal entity / collective leader of an organization to those who have the right or authority to request information or accountability (Raba, 2006).

According to Raba (2006), the factors that support accountability are as follows:

The amount of participation of residents and service recipients in enforcing accountability.

The need to describe functions and powers that are not only in a hierarchical (vertical) line but also horizontal.

The need for dialogue with the community about the importance of accountability with language that is easily understood.

Increasing the participation of service recipients in the activities and functions of public institutions towards the community.

Encourage press media to provide broader coverage of development activities at the district level.

Create an environment that supports the achievement of accountability.

Services can basically be defined as the activities of a person, group and / or organization both directly and indirectly to meet needs. Moenir (2010: 16) says that service is the process of meeting needs through other people's activities directly.

According to Dwiyanto (2012: 141-145) which states that public services are a series of activities carried out by public bureaucracy to meet the needs of citizens of users. The users or customers referred to herein are citizens who need public

services, such as in making Identity Cards (KTP), Building Permits (IMB), and so on.

According to Moenir (2010: 89) there are several factors that support public services are as follows: Awareness factors of officers involved in service, regulatory factors that form the basis of service work, organizational factors, income factors, ability factors and work skills, and factors service facilities.

In the context of public services, "accountability means a measure that shows how much the level of suitability of service delivery with the size of external values or norms that exist in society or that are owned by stakeholders". Thus, the benchmark in the accountability of public services is the public itself, which is the meaning of values or norms that are recognized, applicable and developed in public life. These values or norms include service transparency, principles of justice, guarantees of law enforcement, human rights, service orientation developed towards service user communities (Raba, 2006: 70).

Accountability theory used in this study is based on the opinion of Dwiyanto (2012: 55) which explains that to measure the accountability of public service delivery in research seen through performance indicators which include:

Reference services used by the bureaucratic apparatus in the process of administering public services.

Actions taken by the bureaucratic apparatus if there are community service users who do not meet the specified requirements.

In carrying out service duties, how far do the interests of service users get priority from the bureaucratic apparatus.

3. Methods

This research is about the accountability of the service of granting a building permit at the One-Stop Integrated Investment and Licensing Office in Ogan Ilir Regency. Therefore, data collection will be carried out at the Ogan Ilir One Gate Integrated Investment and Licensing Service, because the



officers at the Office are most knowledgeable about the service accountability of granting a building permit. To the interviewees will be conducted in-depth interviews, in connection with that the method used in this study is a qualitative research

method.

The data used in this study are qualitative and quantitative data. Meanwhile, when viewed from the source of data acquisition, the data to be obtained are primary data and secondary data.

Table 2. Research Focus

Variable	Dimension	Indicator
Accountability Public service	<ul style="list-style-type: none"> • Service reference 	<ul style="list-style-type: none"> • Service Regulations • Terms of Service • Service Procedures
	<ul style="list-style-type: none"> • Availability of Service Solutions 	<ul style="list-style-type: none"> • User Complaints • Improved Services
	<ul style="list-style-type: none"> • Interests of Service Users 	<ul style="list-style-type: none"> • Service Survey • There is Feedback • The existence of further policies

Source: Data Processed by the Author

The unit of analysis of this study is that the organization in this case is the One-Stop Integrated Investment and Licensing Office of Ogan Ilir Regency. The observation unit is the Head of the Ogan Ilir Regency One-Stop Integrated Investment and Licensing Service Office, Head of Administration Sub-Division, Head of Licensing Section and Staff Staff, and IMB Service Users. Research informants are sources of data used in this study. Determination of research informants is done by purposive sampling, namely the technique of determining the source of data with certain considerations deliberately determined by researchers, but not through the selection process as is done in a random technique.

Primary data is taken directly from informants/ research subjects. In this case primary data is taken through interviews. While secondary data obtained through data and documents relevant to the problem under study. These data are the data needed to solve the problems discussed in this study.

The data to be obtained will be collected with several techniques, namely: In-depth Interview/ In-depth Interview with Documentation, and

Observation. The stages - stages of data analysis, especially according to Miles and Huberman are: Data Reduction, Data Model (Data Display), Withdrawal / Verification Conclusion.

4. Results and Discussion

Implementation of Building Permit Services in Ogan Ilir Regency organized by the One- Stop Integrated Investment and Licensing Office which is one part of the implementation of basic tasks and functions, namely: administrative services to the community. The formal legal implementation of the building permit service in Ogan Ilir Regency is regulated in the Regional Regulation of Ogan Ilir Regency No. 14 of 2009 concerning Building Permits and Building Permits.

As stated earlier, to find out the accountability of public services that occur in Ogan ilir Regency, especially in the provision of IMB services, which are included in the category of process accountability related to the procedures used in carrying out the task is good enough. This can be realized through the implementation of services that are fast, responsive, and low cost.

This service reference is used by the bureaucratic apparatus in the process of



administering public services. This indicator reflects the service orientation principle developed by the bureaucracy towards the service user community. Public services will have high accountability if the main reference of its implementation is always oriented to service users.

Related to the implementation of licensing in the One Door Integrated Investment and Licensing Office of Ogan Ilir Regency in the service of Building Permit in Ogan Ilir Regency, it can be explained that in the implementation and the whole series of activities in the Building Construction Permit service, it has been regulated in Ogan Ilir Regency Regulation Number 14 2009 concerning Building and Building Permit Retribution. The regulation has set the service standards as Law No. 25 of 2009 concerning Public Services which includes the requirements for procedures, services, time, cost, infrastructure, and others.

In arranging a Building Permit (IMB) there are stages that must be passed by the applicant, to go through step by step clearly will take several days. In these stages there are several requirements that must be completed by the applicant and there are

procedures that must be passed from registration to the issuance or issuance of a building permit.

In general, the Minister of Public Works Regulation Number 24 / PRT / M / 2007 concerning Technical Guidelines for Building Permits It is explained that each IMB application must fill out a Building Permit Application Form (PIMB) and meet administrative requirements, which consist of the status of land rights and building ownership status.

Licensing services are a very complex problem. Accountability of licensing services itself can also be identified from local government regulations in supporting and providing legitimacy for licensing institutions in the regions to provide more accountable services. In the case of providing licensing services, bureaucratic officers often provide very complicated procedures and tend to be convoluted, difficult to access, have very complicated procedures and lack of certainty in the time and openness of the required service fees. If complex mechanisms continue to run, automatically making people lazy and reluctant to take care of licensing.

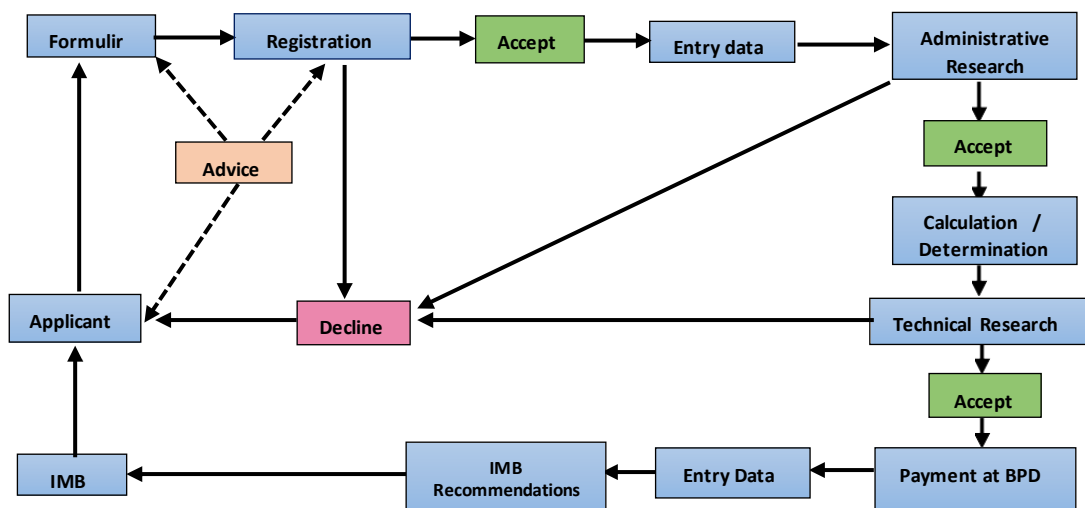


Figure 1. Process Flow of the IMB Recommendation Request

Source: DPM-PTSP Kab. Ogan Ilir

Based on Regional Regulation Number 14 of 2009 concerning Building Permits and Building Permits in Ogan Ilir Regency, service users are only required to pay the IMB retribution fee that has

been determined based on the building area, and the cost of the form imposed is not listed in the regulation, which in other words levies the cost of the form can be said to be illegal or unofficial. Even



this is justified by a statement from the Staff Staff and the Head of Services and Licensing Section of the One Door Integrated Investment and Licensing Office of Ogan Ilir Regency which stated that there were no fees charged other than the IMB retribution fee.

The ability of the bureaucracy to prioritize service users has not yet been fulfilled, but the presence of complaints from the service user community shows the growing awareness of the public to demand their rights as consumers to obtain the best service. However, if seen from the many complaints made by the service user community, this is an indicator that shows that the services produced by the bureaucracy have not been able to meet the expectations of the community.

Responsive services are expected to meet the interests of the community. Therefore employees who serve the community must be responsive to community complaints. Complaints delivered by the community are indicators that show that the services provided by the bureaucracy have not been able to meet the expectations of the community.

Public service basically involves a very broad aspect of life. In state life, the government has the function of providing various public services that are needed by the community. The portrait of the quality of public services provided by the government at this time is generally not fully in line with the expectations and demands of the community. This is evident from the frequent emergence of public complaints about public services. The service process is long and convoluted so that it seems difficult, the requirements are not yet simple, the service officers are not friendly, the amount of service time is often not certain, the comfort of service places that are not yet up to standard, are the things most often complained of by service user community. Based on these problems, it is necessary to do a survey of elements of public service, both the procedure system and the behavior of service providers.

This fact cannot be separated from the performance appraisal system so far. Reward (award) will be given to officials who work with procedures and provisions even though the output produced is very small, while punishment (sanctions) is given to officials who violate procedures and provisions even though it has good performance. For this reason, it is necessary to review the performance appraisal system to improve the accountability of service delivery. Accountable public service delivery will always try to provide the best service to the service user community even though their requirements are incomplete. Because it is probable that the incomplete requirements are not merely the fault of service users, but also the mistakes of bureaucracy that are less transparent.

Accountability will be difficult to do without monitoring and community participation in the law enforcement process. Community participation is needed in helping the government to uphold accountability. Community participation can only be fulfilled if certain matters have been carried out transparently. Accountability is difficult without implementation and public participation in the law enforcement process. Lack of clarity and transparency in the process of law enforcement, making the community always filled with various questions whether it is true that the interests of society are always prioritized. For this reason community capacity must be strengthened (empowering), community trust must be increased and the opportunity of the community to participate is enhanced.

5. Conclusion

Based on the results of the discussion in the previous chapter, it can be concluded that the accountability of providing building permit services to the Ogan Ilir Regency's One-Stop Investment and Licensing Service Office is not yet fully accountable in providing services. Judging from the reference service is in accordance with relevant local regulations. But



in practice there are still deviations such as the length of time of service and the extra costs that must be incurred by service users as well as convoluted service requirements. While seen from the service solutions provided by the officers there have been improvements such as better responses and attitudes to service users compared to previous years. Last seen from the interests of service users, innovations have been made to improve services such as the holding of service surveys and the management of feedback from service users is good enough. However, it is necessary to improve the actions or development of new policies that need to be made so that service.

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